

Correct as at 26th April 2026. It may be superseded at any time.

Extract taken from: PRS & QMS > PRS: Light vehicle repair certification > General part > Performance improvement

5 Performance improvement

Requirements

What the Transport Agency expects of you	How the Transport Agency will assess your performance
5.1	<p data-bbox="344 669 852 701">Commitment to continuous improvement</p> <p data-bbox="344 759 893 826">You are committed to improving your inspection and certification work.</p> <p data-bbox="344 860 679 891">This means that you actively:</p> <ul data-bbox="384 925 906 1182" style="list-style-type: none">• identify problems and opportunities to improve• assess the cause of problems and prioritise problems and opportunities• address problems and opportunities according to priorities and available resources. <p data-bbox="344 1223 863 1368">You keep an Improvement record and record problems and opportunities to improve. All follow-up activities have been recorded in the Improvement record.</p>
5.2	<p data-bbox="344 1496 663 1527">Regular self-assessments</p>

You regularly assess how well you meet the Transport Agency's expectations as set out in the PRS.

The frequency of self-assessments is appropriate to the size of your business and the inspection and certification work carried out by your business. This means you carry out a self-assessment at least once a year and within two months before a scheduled review.

You record each self-assessment by completing a [Self-assessment record](#) which is filed in this folder.

You record any problems or opportunities to improve that you identify during self-assessments in your [Improvement record](#) for follow-up.

The Transport Agency will:

- talk to you
- inspect your [Self-assessment record](#)
- inspect your [Improvement record](#) to check that any problems or opportunities to improve identified during self-assessments have been recorded for follow-up.

<p>5.3</p>	<p>Correct handling of complaints</p>	
	<p>You are open to complaints and regard them as opportunities to improve.</p> <p>This means you:</p> <ul style="list-style-type: none"> • display or provide to your customers your complaints policy, including information on how to lodge a complaint and your customers’ right to complain to the Transport Agency • handle complaints in accordance with Transport Agency requirements. <p>You keep a Complaints record, in which all verbal and written complaints are recorded.</p> <p>You record any problems or opportunities to improve that you identify in the investigation of complaints in your Improvement record for follow-up.</p>	<p>The Transport Agency will:</p> <ul style="list-style-type: none"> • inspect your complaints policy • talk to you • inspect your Complaints record to check that any complaints against you, including any complaints raised with the Transport Agency, have been recorded and handled in accordance with Transport Agency requirements • inspect your Improvement record to check that any problems or opportunities to improve identified in the investigation of complaints have been recorded for follow-up.
<p>5.4</p>	<p>Commitment to the PRS</p>	
	<p>You are committed to making the PRS work in and for your business.</p> <p>This means you:</p> <ul style="list-style-type: none"> • actively use the system for improving your inspection and certification work • are open about your problems and achievements • fully cooperate during regular performance reviews. 	<p>The Transport Agency will:</p> <ul style="list-style-type: none"> • talk to you • assess your level of cooperation during reviews.

Scores

Score				
0	1	2	3	
5.1	Commitment to continuous improvement			
	<p>You and/or most of your staff show little or no commitment to improving your inspection and certification work.</p> <p>This means you and most of your staff do not make efforts to identify problems and opportunities to improve. You are often not even aware of the problems you have.</p>	<p>You and most of your staff show some commitment to improving your inspection and certification work.</p> <p>This means you are aware of:</p> <ul style="list-style-type: none"> • some problems and opportunities to improve, and • the causes of the problems and what you need to do to address them. <p>However, although you work around the problems, you regularly do not:</p> <ul style="list-style-type: none"> • record them in your Improvement record, or • work actively to address them properly. 	<p>You show an adequate level of commitment to improving your inspection and certification work.</p> <p>This means you:</p> <ul style="list-style-type: none"> • actively identify and prioritise problems and opportunities to improve, and • assess the cause of problems and identify what you need to do to address them. <p>However, you do not always:</p> <ul style="list-style-type: none"> • address the problems and opportunities as promptly as you could, or • record all problems, opportunities and follow-ups in your Improvement record. 	<p>You are fully committed to improving your inspection certification work.</p> <p>This means you:</p> <ul style="list-style-type: none"> • actively identify and prioritise problems and opportunities to improve, and • assess the cause of problems and identify what you need to do to address them, and • address problems and opportunities according to available resources, and • record all problems, opportunities and follow-ups in your Improvement record.
5.2	Regular self-assessments			

<p>You do not assess how well you meet the Transport Agency's expectations as set out in the PRS. This means there is no evidence of your carry out self-assess</p>	<p>You sometimes assess how well you meet the Transport Agency's expectations as set out in the PRS.</p> <p>This means you carry out some self-assessments but you do not:</p> <ul style="list-style-type: none"> • carry out self-reviews regularly (ie at least once a year and before scheduled reviews), or • document self-assessments by completing a Self-assessment record. 	<p>You regularly assess how well you meet the Transport Agency's expectations as set out in the PRS.</p> <p>This means you carry out self-assessments at least once a year (or more often as appropriate to the size of your business and the inspection and certification work carried out by your business).</p> <p>However, you do not always:</p> <ul style="list-style-type: none"> • carry out self-assessments before scheduled performance reviews, or • document self-assessments by completing a Self-assessment record, or • record in your Improvement record problems or opportunities to improve that you identify in self-assessments. 	<p>You regularly assess how well you meet the Transport Agency's expectations as set out in the PRS.</p> <p>This means you:</p> <ul style="list-style-type: none"> • carry out self-assessments at least once a year (or more often as appropriate to the size of your business and the inspection and certification work carried out by your business), and • carry out self-assessments before scheduled performance reviews, and • document each self-assessment by completing a Self-assessment record, and • record in your Improvement record problems or opportunities to improve that you identify in self-assessments.
<p>5.3</p>	<p>Correct handling of complaints</p>		

<p>You are not open to complaints and your handling of complaints is inadequate.</p> <p>This means you:</p> <ul style="list-style-type: none"> • • • • • • • 	<p>You are not open to complaints and your handling of complaints is barely adequate.</p> <p>This means you:</p> <ul style="list-style-type: none"> • have a complaints policy but that policy is not correctly communicated to your customers because your display does not accurately reflect your policy, or • regularly do not handle complaints in accordance with Transport Agency requirements (eg you regularly exceed the time frames set by the Transport Agency for responding to complaints), or • regularly fail to record complaints in your Complaints record, or • do not record any problems or opportunities to improve that you identify in the investigation of complaints in your Improvement record and follow up on them. • 	<p>You are open to complaints and your handling of complaints is adequate.</p> <p>This means you:</p> <ul style="list-style-type: none"> • display your complaints policy to your customers, including information on how to lodge a complaint and your customers' right to complain to the Transport Agency, and • usually handle complaints in accordance with Transport Agency requirements, and • keep a Complaints record in which you record most complaints. <p>However, you do not always record in your Improvement record, and follow up on, the problems or opportunities to improve that you identify in the investigation of complaints.</p>	<p>You are open to complaints, handle them correctly, and regard them as opportunities to improve.</p> <p>This means you:</p> <ul style="list-style-type: none"> • display to your customers your complaints policy, including information on how to lodge a complaint and your customers' right to complain to the Transport Agency, and • handle complaints in accordance with Transport Agency requirements, and • keep a Complaints record in which you record all verbal and written complaints, and • record in your Improvement record any problems or opportunities to improve that you identify in the investigation of complaints.
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Commitment to the PRS

You show **little or no commitment** to making the PRS work in and for your business.

This means you do not:

- use the system for improving your inspection and certification work, or
- share your problems and achievements with Transport Agency Transport Officers, or
- cooperate in Transport Agency reviews.

You show **some commitment** to making the PRS work in your business but there is little evidence that you actively use it to improve your inspection and certification work.

This means:

- you make some efforts to use the system in your business, but mostly to satisfy Transport Agency reviewers, and
- there is a basic level of cooperation in Transport Agency reviews but there is a reluctance to share problems with Transport Agency Transport Officers.

You show an **adequate level of commitment** to making the PRS work in and for your business.

This means you:

- actively use most aspects of the system for improving your inspection and certification work, although you do not use the system to its full extent, and
- are usually open about your problems and achievements, although some staff are reluctant to share problems with Transport Agency Transport Officers, and
- show a good level of cooperation in Transport Agency reviews.

You are **fully committed** to making the PRS work in and for your business.

This means you:

- actively use the system for improving your inspection and certification work, and
- are open about your problems and achievements, and
- fully cooperate in Transport Agency reviews.